



JOB DESCRIPTION & PERSON SPECIFICATION

SERVICE AREA:	Hull Culture & Leisure	POSITION NO:	
SECTION:	Library Service	GRADE:	Grade 5
JOB TITLE:	Library & Information Manager	DATE PREPARED:	June 2019 (Reviewed August 2021)
JOB HOLDER		REPORTING TO:-	Area Library Manager
EVALUATION DATE:	05.09.19	JE NUMBER:	HCL153

DIGNITY AT WORK: To show, at all times, a personal commitment to Looked After Children and treating all customers and colleagues in a fair and respectful way, which gives positive regard to people's differences and individuality (for example, gender, gender identity, nationality or ethnic origin, disability, religion or belief, sexual orientation, age). Assists in ensuring equal access to services and employment opportunities for everyone and promotes the Company's Equal Opportunities in Employment Policy.

PURPOSE:

To ensure the effective operation and management of library sites and ensure the required resources are in place to provide high quality services and facilities that encourage library usage and support skills development and general well-being.

Manage staff, provide coaching and support to customers, library staff, and partner organisations promoting library services to all relevant groups and the general public.

To help support and deliver the frontline services as and when required due to service and staffing demands, which may include processing Blue Badge and bus pass applications and car parking permits.

To encourage and actively promote library initiatives, partnerships, etc. i.e. economic growth in Hull by promoting enterprise development, self-employment and business start-up in community venues and at events.

Proactively identify and engage in service improvements making recommendations to senior managers to improve overall customer service, client support or working practices, and to generate income to sustain provision, this includes listening and acting on feedback from clients and customers.

PRINCIPAL ACCOUNTABILITIES: <i>Please note decision making must be included within the Principal Accountabilities</i>	
1.	To promote and safeguard the welfare of children, young people and/or vulnerable adults.
2.	To stimulate interest in library initiatives and services, e.g. business start-up, self-employment, and enterprise, responding to enquiries from residents of all ages by providing a comprehensive information, advice and guidance service. Demonstrating and promoting the use of library facilities, services and resources, e.g. Business Lounge, Makerspace, e-services, self-service functions, etc.
3.	Work with individuals and organisations to arrange and deliver proactive, enthusiastic sessions and activities to engage people in library initiatives and activities for children and people of all ages and abilities, eg Scared of Mice, Workclubs, craft sessions etc. and encourage learning and skills development. Organise and deliver specific activities and promotions such as workshops, events and activities in the workplace or at other venues.
4.	To take action as necessary to ensure all enquiries are handled supportively and appropriately in line with agreed procedures and are escalated at the appropriate point to the appropriate person or organisation that can provide expert knowledge and support
5.	To maintain an up to date knowledge of library initiatives, services, information sources, processes and changes in how services are delivered on the front line. To be conversant with relevant legislation, information leaflets, application forms, stock, information resources and wider services available to support residents of all ages.
6.	To maintain accurate records of services provided, updating information on a variety of systems including the Library Management System (SIRSI) and all other systems required to fulfil the role or tasks.
7.	To be proficient in the use of IT systems, resources and tools to ensure high standards of customer service, including enabling customers to be self-sufficient in IT. This involves: - Using a number of systems including appointment systems, library systems, i.e. self-service, booking & print management, etc. - The use of a variety of software and databases to provide accurate and appropriate information to clients, e.g. MINT, etc. - Supporting clients/customers to use a variety of software and electronic resources to support their individual skills development, e.g. self-service, print management, etc. enabling the customer to interact individually with the library systems requiring limited staff interaction.
8.	To be polite and professional at all times, providing a caring, listening service, making unprompted extra efforts to demonstrate an understanding and responsiveness to customers' requirements, whilst recognising the diversity of their needs.
9.	To be responsible for the collection of monies due to the Company ensuring that this is done efficiently and accurately in order to maximise Company income. This includes the issuing of appropriate receipts and the accurate recording of transactions.

10.	Proactively identify service improvements making recommendations to senior managers to improve overall customer service, e.g. less staff intensive systems, client support or working practices, e.g. enabling customers to interact with the service via IT and online services, freeing staff to work in a different way with the customer. To generate income to sustain provision, this includes listening and acting on feedback from clients and customers and offering solutions to colleagues and managers to provide a better customer focused service.
11.	To provide line management, coaching, mentoring and development activities applicable to the role to other staff, volunteers, apprentices, partners and people on work experience, using own developed knowledge to support colleagues and clients giving guidance on operational matters, support and resources available for enterprise
12.	To contribute towards the delivery of flexible and responsive services, covering counter duties, Blue Badge appointments and support to staff as required, working at different locations, ensuring the secure opening and closing of the site and extended availability of services as required. This will involve evening and weekend working and will also include delivering promotions and activities with service area and partners, both on and off site.
13.	The Health and Safety at Work etc. Act 1974 and associated legislation places responsibilities for health and safety on Hull Culture and Leisure, as your employer and you as an employee of the company. In addition to the Company's overall duties, the post holder has personal responsibility for their own health & safety and that of other employees; additional and more specific responsibilities are identified in the Company's Corporate H&S policy.
GENERAL: The above principal accountabilities are not exhaustive and may vary without changing the character of the job or level of responsibility. The postholder must be flexible to ensure the operational needs of the Company are met. This includes the undertaking of duties of a similar nature and responsibility as and when required, throughout the various work places in the Company.	

DIMENSIONS:

All sections should be completed – if there aren't any state 'none'

1. Responsibility for Staff:

To provide line management and support to Customer Advisors, Saturday Assistants and other staff working at their site, offering support and mentoring less experienced staff, apprentices, work experience placements, clients and volunteers; providing them with instructions and allocating work priorities.

2. Responsibility for Customers/Clients:

This is a key role working face to face with customers and clients, responding to their requests and enquiries and to stimulate engagement and interest in, library services/tasks and other Company services.

Responsible for ensuring a safe and secure environment for the public whilst accessing services.

The role involves a proactive approach to customer care, in a friendly, considerate, courteous and professional manner, acting within agreed company strategies and policies.

Responsible for raising customer awareness of legal duties and/or policies that may affect their use of services and take action to enforce such policies and legal duties e.g. the IT Acceptable User policy; Copyright, Designs and Patents Act 1984, GDPR, etc.

3. Responsibility for Budgets:

Manages customer financial transactions and reconciliation on a daily basis in accordance with Company policies and procedures e.g. cash handling, sales, charges for services, etc and maintaining effective and accurate records following financial guidelines and audit procedures as instructed.

4. Responsibility for Physical Resources:

Ensures that health and safety standards within their work area are maintained to the highest standards. Ensuring all relevant risk assessments, building certificates, and other relevant documents, etc. are up to date and filed in the relevant location, e.g. log book, intranet, etc. Reporting any documentation that is overdue or missing to CPM Humber, Duty Officer and /or a senior manager.

Routine operation and care of electronic equipment e.g. photocopiers, printers, computer equipment etc

To have an awareness that fixtures, fittings and resources are fit for purpose reporting concerns and problems as necessary to CPM Humber, Duty Officer or a senior officer in a timely manner

Routine care and maintenance of library equipment, stock and resources

Prepare and open a site and lock and secure the building as required. Liaise with the Duty Officer with regard problem situations.

Take appropriate action as defined in policies and procedures in instances of IT failure or problems

WORKING RELATIONSHIPS:

1. Within Service Area/Section:

- With Duty officer, Enterprise & IP Librarians, other library managers and senior managers within the library service to keep them informed on all aspects of the service within the area of responsibility and operational issues that may arise.
- Members of the Senior Management team on working groups to discuss service developments/issues/problems
- Provide guidance, support and instruction to library staff and volunteers.

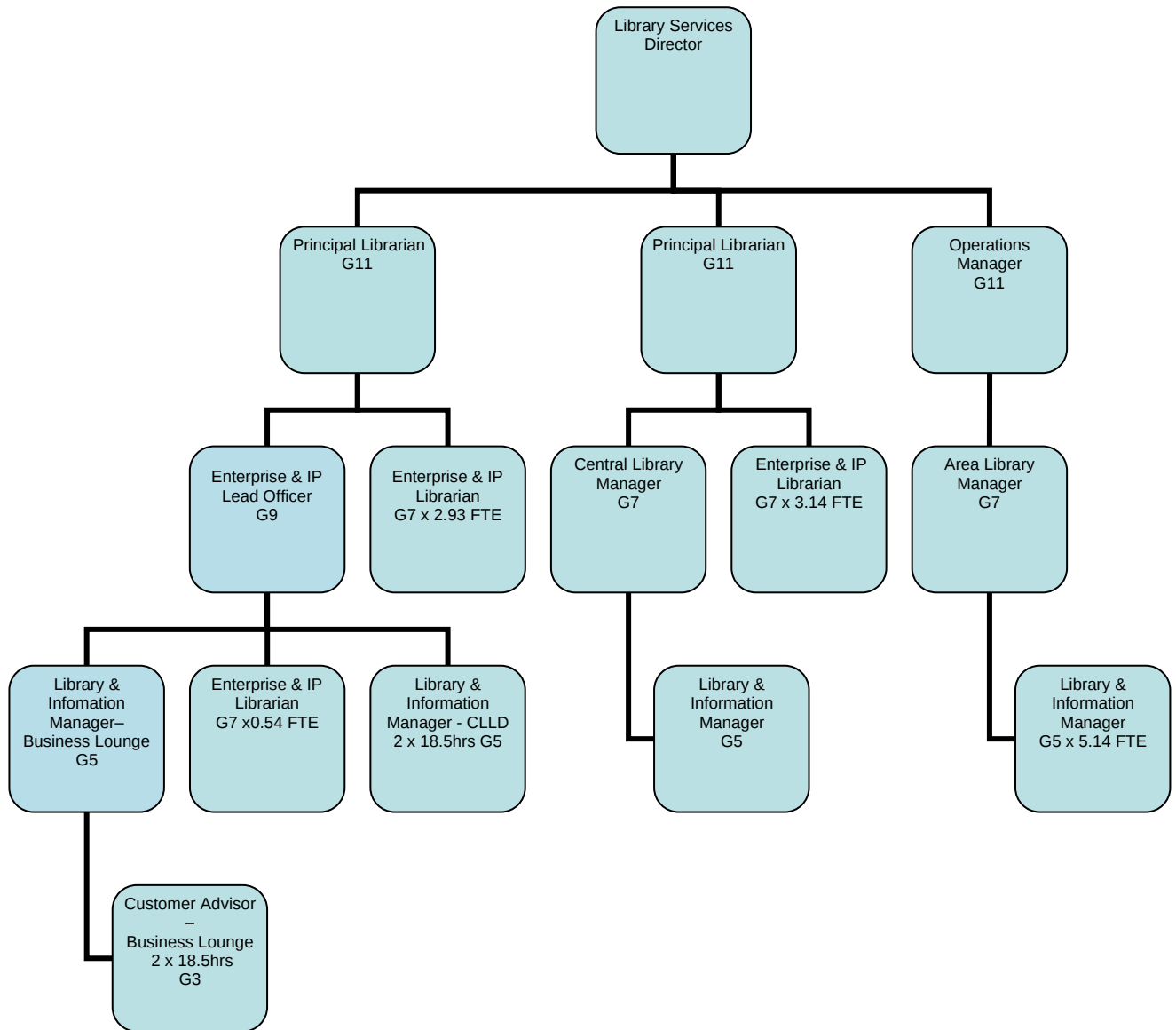
2. With Any Other Company Areas

- Staff from other departments in the Company to develop, plan and deliver joint projects.

3. With External Bodies to the Company

- Work in partnership with relevant organisations e.g. LEP, Job Centre Plus, Goodwin Development Trust, Hull City Council, PRE Ltd, PANDA etc
 - Close working relationships with colleagues in other service areas to ensure joined up, customer focused service delivery, e.g. with Economic Regeneration and Development, Hull Training, and Area Teams
 - Provide an advisory role to staff, customers and stakeholders including Voluntary Sector Organisations, Welfare Advisory Services, Job Centre Plus, Local Police Authority, Primary Care Trust

ORGANISATION CHART:



	Tick relevant level for each category						Supporting Information (if applicable)
	Not applicable	Low	Moderate	High	Very High	Intense	
PHYSICAL DEMANDS: Physical Effort and/or Strain – (tiredness, aches and pains over and above that normally incurred in a day to day office environment).			X				Lifting and carrying of books, files, handling of large boxes, being on ones feet for large parts of the day – not an office environment.
WORKING CONDITIONS: Working Conditions – (exposure to objectionable, uncomfortable or noxious conditions over and above that normally incurred in a day to day office environment).		X					This is not an office environment and involves face to face contact with a wide range of customers, which can occasionally involve disagreeable people related behaviour.
EMOTIONAL DEMANDS: Exposure to objectionable situations over and above that normally incurred in a day to day office environment.			X				Need to adapt behaviour to suit customer, this can often be in emotionally challenging situations, eg customers becoming angry and frustrated, or sharing personal confidential information.

PERSON SPECIFICATION		Tick relevant column		List code/s*
The information listed as essential (the column that is shaded) is used as part of the job evaluation process. The requirements identified as desirable are used for recruitment purposes only. <i>*Codes: AF = Application Form, I = Interview, CQ = Certificate of Qualification, R = References (should only be used for posts requiring CRB's), T = Test/Assessment, P = Presentation</i>		Essential	Desirable	How identified
1.	Qualifications:			
	NVQ Level 3 or equivalent in customer service, information, advice and guidance or related discipline	X		AF
	Qualification in NVQ assessing and/or in coaching and mentoring - must be willing to work towards in the first year following appointment		x	AF, CQ
	IP Equip certificate and IPO Masterclass certification, - must be willing to work towards this accreditation in the first year following appointment		x	AF, CQ
	IOSH Managing Safely certificate or willing to work towards within 6 months following appointment		X	AF, CQ
2.	Relevant Experience:			
	Experience of working within an operational environment which includes experience of dealing with the public on a face to face basis.	X		AF
	A proven commitment to a high level of customer service which can be demonstrated through previous work or volunteering experience.	X		I
	Experience using and applying IT systems and office software for varying purposes.	X		I
	Experience of working within an emotionally challenging environment.		X	I
	Experience of cash handling	X		AF, I
3.	Skills (including thinking challenge/mental demands):			
	Motivation to work with children and young people and/or vulnerable adults.	X		AF, I
	Ability to form and maintain appropriate relationships and personal boundaries with children and young people and/or vulnerable adults.	X		AF, I
	Ability to assess situations which are not straightforward and exercise tact and diplomacy.	X		I
	The ability to take a lead and work on ones own initiative as well as contributing to work as a team.	X		I
	The ability to supervise, organise and mentor staff	X		I, AF
	The ability to organise workloads	X		I,AF
	Ability and confidence to support senior staff in the delivery and arranging of events and activities e.g. learning sessions, workshops, exhibition events etc	X		I,AF
	Ability to recognise service failure and make recommendations in change to improve service delivery.	X		I,AF
	Awareness of the needs of disadvantaged groups and of equality of opportunity in service delivery.	X		I,AF
	Good negotiation and mediation skills		X	I
	Good IT skills	X		AF

PERSON SPECIFICATION		Tick relevant column		List code/s*
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4.	Knowledge:			
	Developed knowledge of services delivered by the Council, voluntary sector, Job Centre Plus, educational organisations particularly in relation to business and enterprise support	X		AF
	Knowledge of library and information procedures and practice, primary business reference tools, bibliographical aids		X	AF I
	Knowledge of services provided by key partner organisations e.g. Business & IP Centre Network, IPO, Humber LEP Growth Hub, Job Centre Plus, DIT, Chamber of Commerce		X	I
	Knowledge of the Customer Relationship Management Systems and of the Library Management System and their functionality		X	AF
	A knowledge and commitment to safeguarding and promoting the welfare of children, young people and/or vulnerable adults	x		AF I
5.	Interpersonal/Communication Skills:			
	Verbal Skills			
	Highly developed communication skills which include an ability to listen and question to ascertain the needs of the customer	X		I
	Excellent communication and advocacy skills, both verbal and written, with an ability to deal appropriately with customers and partners at all levels	X		I
	Coaching and mentoring skills to train and develop staff and to support customers of all abilities and levels	X		I
	Ability to establish professional, effective working relationships with a range of partners/colleagues and children & young people and/or vulnerable adults	X		AF I
	Written Skills			
	Ability to record information that makes both the enquiry and response given clear to all users	X		I
	The ability to produce a wide range of written material, recording confidential information in relation to customers personal circumstances	X		I
6.	Other:			
	Awareness of personal responsibilities in dealing with sensitive and confidential issues, with the ability to demonstrate neutrality and remain professional at all times.	X		I
	A flexible approach to work and an ability to cover all working hours of the post which will include evening, weekend and extended hours	X		I

PERSON SPECIFICATION		Tick relevant column		List code/s*
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The requirements listed below are not considered during the job evaluation process, but are essential requirements for the role that will be assessed during the recruitment process.				
7.	Additional Requirements:			
	Cross as an essential requirement if the candidate requires a Baseline Personnel Security Standard (BPSS) check.	X		
8.	Disclosure of Criminal Record:			
	The successful candidate's appointment will be subject to the Company obtaining a satisfactory Enhanced Disclosure & Barring List Disclosure from the Disclosure & Barring Service (if ticked as an essential requirement).	X		DBS Disclosure
	If the postholder requires a DBS disclosure the candidate is required to declare full details of everything on their criminal record.	X	N/A	AF(after short listing)
	If the postholder does not require a DBS disclosure the candidate is required to declare unspent convictions only.	X		AF(after short listing)

DISCLOSURE OF CRIMINAL RECORD
Information Sheet

Level of Disclosure For Post	What Information the Council Requires
Declaration of unspent convictions	If you have a criminal record, you are required to provide, with your job application form, details of anything on your record which is unspent ¹ under the Rehabilitation of Offenders Act.
Basic	You are required to provide, with your job application form, details of any unspent convictions. You are also required to provide the Council with details of any prosecutions pending. If you are offered the post, this will be subject to you receiving a satisfactory Basic Disclosure from Disclosure Scotland. As the Council do not receive a copy of a Basic Disclosure you will be required to present the disclosure to the Recruitment Team.
Standard Disclosure	You are required to provide, with your job application form, full details of everything on your criminal record, including details of all spent¹ convictions. You are also required to provide the Council with details of any prosecutions pending If you are offered the post, this will be subject to the Council obtaining a satisfactory³ Standard Disclosure from the Disclosure & Barring Service (DBS)⁴. The DBS will also send you a copy of the Disclosure. This will give details of everything on your criminal record, including cautions, reprimands and final warnings, as well as convictions.
Enhanced Disclosure	You are required to provide, with your job application form, full details of everything on your criminal record, including details of all spent¹ convictions. You are also required to provide the Council with details of any prosecutions pending. If you are offered the post, this will be subject to the Council obtaining a satisfactory³ Enhanced Disclosure from the Disclosure & Barring Service (DBS)⁴. The DBS will also send you a copy of the Disclosure. This will give details of everything on your criminal record, including cautions, reprimands, final warnings, convictions and any other information held by the police which is relevant to the position you have applied for.
Enhanced Disclosure & Barring List Check	You are required to provide, with your job application form, full details of everything on your criminal record, including details of all spent¹ convictions. You are also required to provide the Council with details of any prosecutions pending. A check will be made of the relevant government barred lists (children and/or adults). If you are offered the post, this will be subject to the Council obtaining a satisfactory³ Enhanced Disclosure from the Disclosure & Barring Service (DBS)⁴.

	The DBS will also send you a copy of the Disclosure. This will give details of everything on your criminal record, including cautions, reprimands, final warnings, convictions and any other information held by the police which is relevant to the position you have applied for.
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Notes:

- 1 The table at the end of this information sheet gives details of what is meant by "spent" and "unspent". If you are still unclear as to what information you should provide, please contact Employee Services for advice
- 2 If a person is convicted of an offence against a child and a qualifying sentence is imposed by a senior court in respect of the conviction, the court must order the individual to be disqualified from working with children, unless, given all the circumstances, the court is satisfied that it is unlikely that the individual will commit any further offence against a child.

The same applies to charges/convictions for equivalent armed forces offences.

The Council must not knowingly offer work in a regulated position to anyone who is the subject of a Disqualification Order. It is also illegal for anyone who is the subject of a Disqualification Order to apply for work in a regulated position.

- 3 In this context, "satisfactory" means containing no offences relevant to the post, which would render you unsuitable
- 4 The Disclosure & Barring Service (DBS) is a Government agency which handles the Disclosure Service through which criminal record information can be checked by potential employers and other organisations. Further details about the DBS, including their Code of Practice, are available from their website at www.DBS.gov.uk or from: DBS, PO Box 91, Liverpool L69 2UH.

Government Department Lists

The DBS's Standard Disclosure and Enhanced Disclosure include, where relevant, a check against Government Department lists of people unsuitable for work with children and vulnerable adults e.g. Department for Education and Skills' List 99 or Department of Health's Protection of Children Act List (PoCAL)

Obtaining A DBS Disclosure

If you are offered the post, the Employee Services Recruitment team will let you know what needs to be done.

If a Standard or Enhanced Disclosure is required, you will be asked to sign a DBS Disclosure application form and to provide verification of your identity. You will receive a copy of the information the DBS discloses to the Council.

Costs

The DBS charges a fee for each Disclosure. Where the Disclosure is required by the Council, the Council will pay the fee.

SPENT/UNSPENT CONVICTIONS -REHABILITATION PERIODS

The following sentences become spent after fixed periods from the date of the conviction (not the completion of the punishment).

Sentence¹	Rehabilitation Period People aged 17 or under when convicted	Rehabilitation Period People aged 18 or over when convicted
Prison sentences ² of 6 months or less	3½ years	7 years
Prison sentences of more than 6 months to 2½ years	5 years	10 years
Borstal (abolished in 1983)	7 years	7 years
Detention Centres (abolished in 1988)	3 years	3 years
Fines, compensation, probation ³ , community service/community punishment orders, combination orders ⁴ , action plan, drug treatment and testing and reparation orders	2½ years	5 years
Absolute discharge	6 months	6 months

The Crime and Disorder Act 1998 introduced a new custodial sentence for young people with different rehabilitation periods:

Sentence	Rehabilitation Period People aged 12,13 or 14 when convicted	Rehabilitation Period People aged 15,16 or 17 when convicted
Detention and training order of 6 months or less	1 year after the order expires	3½ years
Detention and training order of more than 6 months	1 year after the order expires	5 years

With some sentences the rehabilitation period varies:

Sentence	Rehabilitation period
Probation ⁵ , supervision, care order, conditional discharge and bind-over	1 year or until the order expires (whichever is longer)
Secure training (abolished in 2000) and attendance centre orders	1 year after the order expires
Hospital order (with or without a restriction order)	5 years or 2 years after the order expires (whichever is longer)
Referral order	Once the order expires

¹ Cautions, reprimands and final warnings become spent immediately

² Including suspended sentences, youth custody and detention in a young offender institution

³ For people convicted on or after 3.2.95. Probation orders are now called community rehabilitation orders

⁴ Combination orders now called community punishment and rehabilitation orders

⁵ For people convicted before 3.2.95